

# syracuse

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Provider Number | Hospital Name  | Address 1                  |
|-----------------|--|----------------------------|
| 171322          | HAMILTON COUNTY HOSPITAL                             | 700 NORTH HUSER            |
| 281309          | COMMUNITY MEMORIAL HOSPITAL                          | P O BOX N, 1579 MIDLAND ST |
| 330140          | ST JOSEPH'S HOSPITAL HEALTH CENTER                   | 301 PROSPECT AVENUE        |
| 330203          | CROUSE HOSPITAL                                      | 736 IRVING AVENUE          |
| 330241          | UNIVERSITY HOSPITAL S U N Y HEALTH<br>SCIENCE CENTER | 750 EAST ADAMS STREET      |

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| Address 2 | Address 3 | City     | State |
|-----------|-----------|----------|-------|
|           |           | SYRACUSE | KS    |
|           |           | SYRACUSE | NE    |
|           |           | SYRACUSE | NY    |
|           |           | SYRACUSE | NY    |
|           |           | SYRACUSE | NY    |

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| ZIP Code | County Name | Phone Number |
|----------|-------------|--------------|
| 67878    | HAMILTON    | 6203847461   |
| 68446    | OTOE        | 4022692011   |
| 13203    | ONONDAGA    | 3154485111   |
| 13210    | ONONDAGA    | 3154707449   |
| 13210    | ONONDAGA    | 3154734240   |

## Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.

Not Available

Not Available



## Percent of patients who reported that their nurses "Usually" communicated well.

Not Available

Not Available

18%

21%

21%

Percent of patients who reported that their nurses "Always" communicated well.

Not Available

Not Available

78%

73%

73%

## Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.

Not Available

Not Available

5%

6%

7%

## Percent of patients who reported that their doctors "Usually" communicated well.

Not Available

Not Available

19%

18%

19%



## Percent of patients who reported that their doctors "Always" communicated well.

Not Available

Not Available



Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.

Not Available

Not Available



## Percent of patients who reported that they "Usually" received help as soon as they wanted.

Not Available

Not Available

27%

34%

29%

## Percent of patients who reported that they "Always" received help as soon as they wanted.

Not Available

Not Available

63%

53%

60%

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.

Not Available

Not Available

6%

9%

8%

## Percent of patients who reported that their pain was "Usually" well controlled.

Not Available

Not Available

27%

26%

25%

## Percent of patients who reported that their pain was "Always" well controlled.

Not Available

Not Available

67%

65%

67%

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

Not Available

Not Available

23%

24%

22%



Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.

Not Available

Not Available

19%

15%

19%

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

Not Available

Not Available



Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.

Not Available

Not Available

11%

15%

12%

Percent of patients who reported that their room and bathroom were "Usually" clean.

Not Available

Not Available

24%

25%

23%

Percent of patients who reported that their room and bathroom were "Always" clean.

Not Available

Not Available

65%

60%

65%

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.

Not Available

Not Available

16%

21%

17%

Percent of patients who reported that the area around their room was "Usually" quiet at night.

Not Available

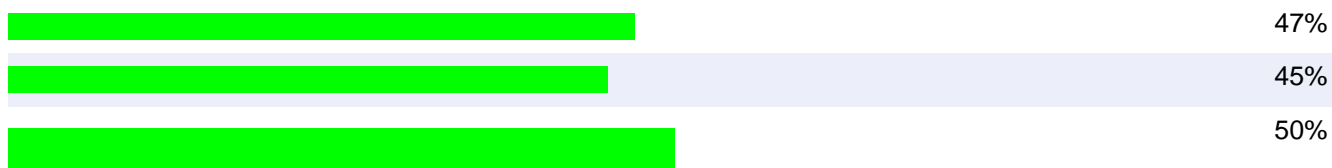
Not Available



Percent of patients who reported that the area around their room was "Always" quiet at night.

Not Available

Not Available





Percent of patients who reported that YES, they were given information about what to do during their recovery at home.

Not Available

Not Available



## Percent of patients who reported that they were not given information about what to do during their recovery at home.

Not Available

Not Available

12%

16%

13%

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).

Not Available

Not Available

7%

12%

11%

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).

Not Available

Not Available

20%

22%

25%

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Not Available

Not Available

73%

66%

64%

Percent of patients who reported NO,they would not recommend the hospital.

Not Available

Not Available

4%

6%

6%

Percent of patients who reported YES,they would probably recommend the hospital.

Not Available

Not Available



Percent of patients who reported YES, they would definitely recommend the hospital.

Not Available

Not Available

75%

67%

69%



## Number of Completed Surveys




Not Available

Not Available

300 or more

300 or more

300 or more

| Survey Response Rate Percent  | Hospital Footnote  |
|---|--|
| Not Available   | Survey results are not available for this reporting period |
| Not Available   | Survey results are not available for this reporting period |
|  | 39%  |
|  | 29%  |
|  | 34%  |